



# Engaging Communities in the Language Access Planning Process

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on Limited English Proficiency  
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# Translating Justice Project

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- Consulting, training, and research services to improve accessibility of public safety and criminal justice services
- Language access planning
- Cultural competency
- Research on police-immigrant relations
- Police-community dialogue



## Why Involve Communities in the Planning Process?

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- Understand needs of immigrants
- Evaluate accessibility of current services
- Community-oriented policing
- Good for improving police-community relations
- Community can be a resource



# How did we Involve Communities?

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- Focus Groups
- Interviews
- Police-Community Joint Strategic Planning



## Who do you invite to the table?

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- Engage a wide range of representatives that reflect diversity of the community
- Make sure newer, less established communities represented
- Religious organizations, social service organizations, cultural associations
- Snowball technique



# Challenges

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- Managing community expectations
- Tapping into less well-established communities
- Managing dissension among community representatives
- Getting past the “voice boxes”
- Getting buy-in when critical community organization is absent
- Lack of community resources



# Lessons Learned

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- This is hard!
- Extensive research of community
- Prepare community representatives
- Everyone in the room needs a baseline of information
- Clear expectations
- No monolithic approach. Must create strategies specific to your jurisdiction